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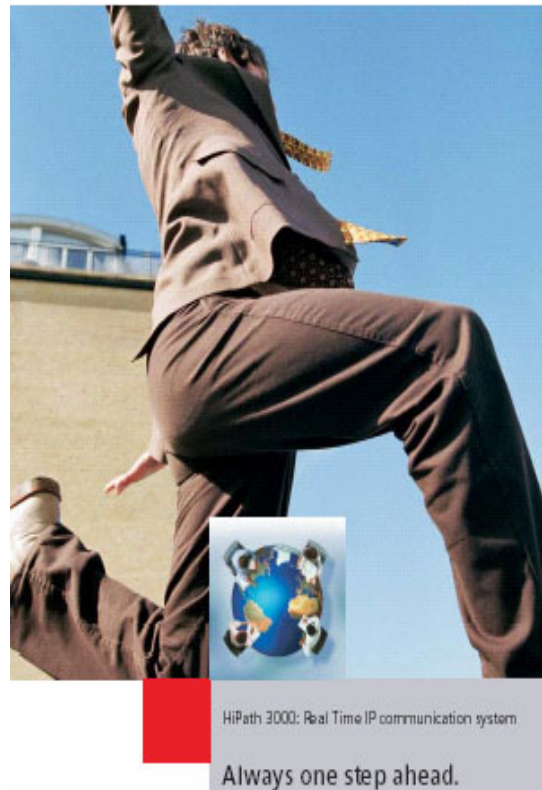
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Date **20 January 2004**

Ref. **Info-ICB-EM_040125.doc**

Sub. Info note 01/2004 :
Office systems & applications



Colleagues,

Please find below in brief some info vs the following issues :

- 1) Product availability / roadmap / product portfolio
 - a. *Communication platform*
 - i. *Hipath 3000*
 - ii. *Eurosetline : ESLxxi (mea / be) ~ future branding Hipath 1100*
 - iii. *Hipath 500 / Hipath 1220*
 - b. *Workpoints*
 - c. *Applications*
- 2) Sales support
- 3) Partner-Extranet
- 4) Miscellaneous
- 5) Annexís

Please distribute related info to Hipath 3000 related colleagues Ö .

1. product availability / roadmap / product portfolio

a. Platforms :

i. **Hipath 3000 v4.0**

As requested by a number of distribution channels we added on the Partner Net 'neutral leaflets' on the Hipath 33x0 / 35x0 / 37x0 (neutral : no references to specific hardware/software versions).

ii. **Hipath 1220 :early market intro ~ are you interested ?**

Based on the reactions from a number of countries we managed to initiate the market intro to a limited number of countries at an earlier stage !

Countries / distribution channels looking for an early market intro have to take contact with product management ASAP !!

Mid januari we already distributed the first 'MI : market intro note' on the Hipath 1220 to all MEA (ISDN) distribution channels !

We are currently preparing a technical CD-Rom, on this CD we will also arrange a number of pictures on the Hipath 1220 packing / mechanical issues & housing concept. In case you are interested in getting a (preliminary version) copy of this **technical CD-Rom** please contact product management : via e-mail to plm_ho_mea.be@siemens.com

Start market intro of the Hipath 1220 is scheduled for 02..03/2004 (ref 'early' mea region) . Full commercial availability then as of 05/2004.



iii. **Hipath 1100 (mea) : the NEW range of analogue systems**

Hipath 1120	Hipath 1130 / 1150	Hipath 1190 (country specific)

- The market intro (MI) is scheduled for **04-2004**.
- The English service manual for HiPath 1100 is available and added in annex !
- Hipath 1100 user guides and service manual in PDF and HTML you can find also on the Siemens Intranet / will be put on the Partner NET as soon as we reach the M2 milestone

b. Workpoints

i. NEW IP terminals : optiPoint 410 : entry / economy / standard / advance



optiPoint 410:	HP 4000 V1.0	HP 4000 V2.0	HP 3000/ HP 5000 V 4.0	HP 3000/ HP 5000 V5.0
entry	X	X	X	X
economy	X	X	X	X
standard	X	X	X	X
Display Module (DSM)	X	X	X	X
advance		X		X
Self-Labeling-Key Module (SLK)		X		X
advance SLK		X		X

Given optiPoint 410 units will be released in steps :

Step 1 : entry / economy & standard / DSM module : 03/2004

(optiPoint 410 at HiPath 3000 V4.0 will support the add-on units and accoustic adapter.)

Step 2 : advance and SLK : 3Q/2004

Step 3 : advance SLK & analog plug-in adapter : 4Q/2004

Have a look at the in annex added short description on the optiPoint 410 series : [annex\optiPoint 410\sv_sh_optiPoint410.pdf](#)

c. Applications

1. HG1500 v3.0 : (only v3.0 accepted vs new orders)

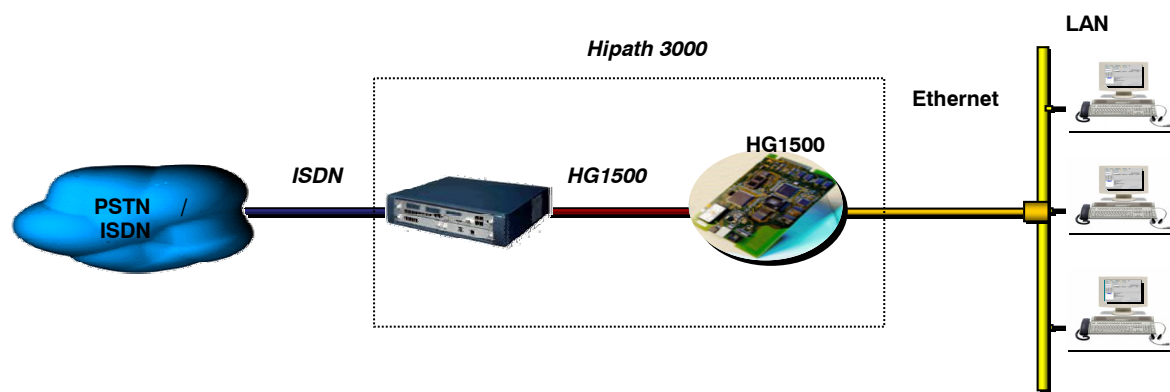
In short : HG1500 V3.0 - What's new, what's different (compared vs HG1500 v2.0) :

- Better voice quality- lower delays and G.729 codec
- Greater B-channel capacity per HG1500 module for HiPath 33x0 and 35x0 series systems ; 16 channels per card (using PDM1 module) n up from 8
- Improved serviceability- web based admin
- Greater Security with optional encryption module

Have a look at the Partner net (SEBA) to get more info on the HG1500 v3.0 (ref updated short description and sales info)

New Features of the HiPath HG 1500 V3.0

- ☐ Only one variant (voice/data) / gatekeeper on board
- ☐ Increased number of VoIP channels and codecs per board for more configuration options and reduction of slots in the systems
- ☐ Dynamic administration of fax channels up to max. DSP utilization
- ☐ Flexible use of available channels for analog and digital media
- ☐ Fully functional second LAN connection with 10/100 Mbit autosensing
- ☐ Voice data compression according to G.729AB (for V2.1 only G.711 and G.723.1)
- ☐ Higher DSP performance optimizes the delay times for improved voice quality
- ☐ Load balancing for data and voice (load sharing among all HGs in the system)
- ☐ Secure IP networking (VPN) via IP sec
- ☐ Support of certificates for secure authentication
- ☐ Improved serviceability by support of Web-Based Management



2. CRM : customer relation management systems & solutions

i. Agile expands our portfolio (intro Q2/2004)

HiPath ProCenter Agile is a presence-enriched call handling application that leverages the knowledge and expertise of the entire enterprise to enhance productivity and improve customer satisfaction. It provides powerful, yet easy to use agent and manager interfaces that requiring less training and providing for faster start-ups.

The management desktop unifies a number of contact center tools into a single screen. It also provides a unique graphical design center allowing managers to design call queues and call flows without the assistance of IT departments.

HiPath ProCenter Agile will have installations wizards for quick, simple and less costly implementations.

Have a look at the in attach added short description !

[annex\CRM\sv sh-Agile 0312xx.pdf](#)

ii. Hipath ProCenter Suite on Hipath 3000 (project & country specific)

HiPath ProCenter Overview

- ÷ skills based routing for more efficient employee utilisation
- ÷ multi-media migration path for centralised handling of all customer interactions
- ÷ flexible and modular solution for phased migration
- ÷ standard CRM integration to maximise the investment in customer information

The HiPath ProCenter Suite enables organisations to migrate easily from a classical call centre operation to a multi-media contact centre by simply adding the desired applications. With all organisations experiencing growth in the contact media of e-mail and Internet it is important to invest in technology today which can be effortlessly developed to meet their requirements for the future.

HiPath ProCenter Standard transforms the traditional voice ACD environment by delivering skills based routing, integrated management and CTI enabled desktop applications. The award winning routing platform HiPath ProCenter RÈsumÈRouting, provides the contact centre with the ability to present the call to precisely the right agent first time, every time. The suite includes applications for real-time reporting, call centre administration and historical reporting.

HiPath ProCenter Advanced builds on all the core components of HiPath ProCenter Standard and provides support for e-business applications with extensive functions for e-mail processing, Web-chat, Web callback, Co-Browsing and application sharing.

HiPath ProCenter CRM integration builds on the previous modules and integrates through to CRM applications such as Peregrine, SAP, Goldmine and Siebel, to facilitate a comprehensive eCRM solution. The HiPath ProCenter Suite contains specially matched products, applications and services which make it easier for customers to create customer contact centres and simultaneously increase the performance of their customer contact management.

A variety of standard and optional components for the ProCenter suite are available and outlined below are some of the key components. Core features are provided as a basic component to all ProCenter users and an optional component is an additional system feature that can be added, at cost, to the suite.

3. Opti-VM / auto-attendant & voice mail unit for Hipath 500 / Hipath 1100 / Hipath 1220



In attach we added a data sheet (e/f) on the Opti-VM (see also former info note and or contact product management for extra info.)

4. PC-based voice server application : SBL & TBL (mea)

Early april 2004 we are planning a 3 days service training (in belgium) on the TBL / **language = french**

In case you would to get extra info on this training session or would like to enrol some of your technicians please take asap contact with your regional manager.

Currently we have a new TBL version (v6.0) in preparation (targetted availability is scheduled for 05/2004). In case there is a need for a specific / new functionality on this PC-based voice server, related info has to be forwarded (before 15/02/2004) to PLM via e-mail to : plm_ho_mea.be@siemens.com

5. Cordless: gigaset

▪ No movement ì DECT handy : ì the protectorî

The **Protector** DECT handset is a cordless telephone specially designed for workplaces **where a high level of security is required.**

Personal alarm, man-down/no-movement and/or pull-cord alarms are automatically detected by this special handset. The handset then notifies this problem by automatically calling a prestored telephone number. This automatic and safe alarm handling allows you to protect your employees working in dangerous areas wherever they are.

- ordering reference number :

Basic product

9d24 Protector (man-down + no-movement; sim card + battery + clip)	AS9d24
9d24 Protector (man-down + no-movement + pull-cord; sim card + battery + clip)	AS9d24P

Charging

Protector Desktop charger + power supply	AS651052
Protector Wall mounted charging rack (CR24; for max. 4 handsets)	AS651062
Protector Power supply for CR24 (for max. 3xCR24)	AS651063

- **data sheet : added in annex**

6. Hipath Hotel Standard (Caracas Inn) / ì Liteî : project on hold

The project ìHipath Hotel Standard Liteî has been put on hold ! The goal is to derive from the new ìHipath Hotel Service Centreî solution a version that will be adapted towards the small and medium size hotel chains.

7. Hipath Hotel Service Centre : HHSC (new!)

In the past, the functionality of the PABX in the hospitality sector was reduced to setting up voice calls. In the age of the GSM mobile phone, the PABX infrastructure has been seen increasingly by operators as a necessary evil. In the concept described below, however, the PABX becomes part of an integrated system and an important component of process-oriented operations.

The very specific demands placed on the traditional "telephone exchange" by the hotel business cannot be met or can only be met in part by standard products such as ACWIN, AC4, optiClient attendant or other terminals from the HiPath 4000 resp 3000 portfolio. The HiPath Hospitality Service Center (HiPath Hospitality Service Center), on the other hand, is being developed to meet the special needs of the sector. The goal is to create a client/server application that optimizes telephony at the hotel workstation while also making use of excellent integration capabilities to leverage the benefits of central data resources.

The technical isolation which used to be associated with the attendant console has been eliminated through the flexible use of standards (Optipoint, Optiset). This means that intelligent call distribution in the form of PBX line groups or ACD can be programmed for an answering station. The opportunities this creates for reporting, routing, and overflow handling offer huge advantages over competitor systems.

With the installation of HiPath Hospitality Service Center, the end user can better utilize personnel resources and at the same time improve the quality of service, something that plays such an important role in the hotel business. Guests' calls can be answered quickly and prioritized. External callers are put through to the guest's telephone efficiently and correctly. Service requests initiated by phone are processed completely at the HiPath Hospitality Service Center and monitored there as well (service tracking). The option of call distribution between different HiPath Hospitality Service Center workstations ensures a more even deployment and utilization of personnel resources, and that may even offer the potential for cost reductions. The possibility of centralization (shared service) and ASP (Application Service Providing) outsourcing concepts are also important aspects for the future, particularly for hotel chains.

Extra info on the HHSC will be provided at Cebit 2004 and at Africa Telecom (May-2004)

8. GSM-box : AS5xx (distribution channel specific)

The AS 5xx is a unit to be connected behind your Hipath communication system (via S0 connections) and which allows mobile calls from/to fixed station users to pass directly through the GSM network (both the 900 and 1800 networks).

The AS 5xx is based on digital technology and is therefore an ideal solution for ISDN exchanges.

It offers the following advantages over analog GSM interfaces:

- Better quality thanks to the digital ISDN link.
- Fast call setup.
- Fast release after call.

Different units can be offered ref number of simultaneous calls and housing (standard [AS52x] resp 19 [AS 54x] housing)

For more info have a look at the iProduct info Binder (CD-Rom) and or take contact with your Business Development partner at Siemens

9. Tapi 120 vs Tapi 170 & Tapi 120 ~ trial software

HiPath TAPI 170

Trial software including documentation in English // Software version 2.0, build 38

3rd party TAPI service provider for PC-supported telephony on Hicom 150 E/H and HiPath 3000 in Windows networks. The HiPath TAPI 170 on offer is a trial version with a two-hour runtime limit.

HiPath TAPI 170 is installed on the network server, which is connected to the CSTA interface of the communications system (3rd party).

Supported communications systems:

HiPath 3300/3350, 3500/3550, 3700/3750. The system's CSTA interface must be enabled.

Supported operating systems:

Server: Windows NT (SP 6 or higher) and Windows 2000

Client PCs: Windows 98, Windows NT, Windows 2000 and Windows XP Professional.

→  [\[Download the trial version here \(Version 2.0, Build 38\) \]](#)

For extra info : **Data sheet HiPath TAPI 170**

→  [\[Download: Data sheet HiPath TAPI 170; 196 KB \]](#)

Up 

HiPath TAPI 120

Driver software including documentation in English // Software version 2.0, build 38,

1st party TAPI service provider for PC-supported telephony on HiPath 500 or HiPath 3000 telecommunications systems. In HiPath 3000, HiPath HG 1500 must be integrated.

HiPath TAPI 120 is a full version subject to licensing. For a limited number of clients the software can be operated without licenses. The number of clients that can be operated without a license depends on the HiPath communications system being used.

HiPath TAPI 120 permits PC-supported telephony using CTI software from different vendors. Installing HiPath TAPI 120 on the PC enables the use of TAPI-compliant CTI software.

Supported communications systems:

HiPath 500, HiPath 3000 with integrated HiPath HG 1500

Supported operating systems:

Windows NT, Windows 2000 and Windows XP Home/Professional.

→  [\[Download: HiPath TAPI 120; 16.8 MB; ZIP file \]](#)

Data sheet HiPath TAPI 120

→  [\[Download: Data sheet HiPath TAPI 120; 200 KB \]](#)

10. Call management solutions : Hipath AM v2.0

A new version of the call charging solution *î Hipath AMî* is scheduled for Q2-2004; among the list of enhancements :

- *Pro-active accounting (actively information about reached costs limits) : **credit checking & monitoring !!***
- *Software license (**No dongle anymore = simplified logistics**)*
- *Fully scalable solution from low end (ilighî version) to high end (unlimited nodes and ports)*

11. XPC v2.0 : enhancements

The Music on Hold enhancement will become available on Hipath 3000 v4.0 / XPC v2.0 as of 04/2004

12. HPCC v1.0

Have a look on the Partner Net (SEBA) for the updated sales info on the HPCC v1.0 (ref release vs Hipath 3000 v4.0 / using call park feature by UCD agents vs some of the reporting)

13. Standard FSC PC platform

- (as already stated in the info note 11/2003) Please note that the **ICN Standard PC will always be delivered with OS Windows XP Professionnal**. There are still some applications that require Windows 2000 (e.g. : HiPath Hotel, Daks, Xpressions 450, ...). For those cases, the Service Department has CD's for downgrading Windows XP to 2000. **The technicians should arrange for these downgrade CD-Romís in advance** so when e.g. a Windows 2000 based application is to be installed no time is lost vs. waiting for the delivery of the downgrade sw !!

Please check with your service organization concerning the availability of these downgrade CD-Romís !

- With reference to the info on the standard FSC PC platform : availability spare parts : 2 years

In annex we provide an application overview indicating the Operating Software(s) supporting related application

2. Sales support

See new data sheets and presentations as added in attach & SEBA

In addition there an additional brochure available on the Hipath 3000; this version is targeted for traditional "hard core" voice only customers, which want to by a simple PBX as well as to be used by those distribution channels restricted from HG1500 v3.0 (ref IP technology).

The brochure tries not to confuse customers with highly advanced technologies. In a next step a sales representative could then also show to those customers the brochures mentioning also the enhanced applications and or IP facilities (IP networking, VoIP) May be there is a chance to sell those applications and or IP technology related products later...

This basic brochure is added in annex .. will only be provided in English .pdf format / no hard copies scheduled.

3. Hipath Partnernet = à SEBA

See annex for an overview on the updates carried out since december 2003

Product	Product related folder in HPPN / SEBA folder			
	Miscal.	Marketing	Sales	Service
Hipath 3000 v1.2 : Phase-out announcement			x	
Hipath 3000 v4.0 : feature description			x	
Hipath 3000 v4.0 : application note / àrelocateà	x			
Hipath 3000 v4.0 : application note / trigger vs upgrade business	x			
Leaflet Hipath 33x0		x		
Leaflet Hipath 35x0		x		
Leaflet Hipath 37x0		x		
Hipath Cordless office : phase-out gigaset 3000			x	
Hipath Cordless office : application note / cordless solutions	x			
Hipath Cordless office : data sheet (updated)			x	
optiClient attendant v6.0 : product presentation		x		
Hipath Procenter Compact v1.0 :				
Service guideline				x
Sales info		x		
System description	x			
Short description (fr)		x		
optiClient 130 v4.0 : sales info (update)		x		

4. Miscellaneous

a) Questions and answers :

Q1. Is the internal modem (on former Hipath 3000 versions) the same on the new (as of Hipath 3000 v3.0) systems?

A. The internal **ISDN modem** is the same, and still comes supplied with all of the systems. **The analogue modem (IMODC)** is supplied separately and must be ordered if required. It is a card which now clips onto the control board, but the technical parameters are the same as previous versions.

Q2. Can I re-use the analogue modem from an old Hicom Office system in the new HiPath 3000 range?

A. No. The old Office analogue modem used a PCMCIA slot, in the HiPath 3000 it is a different card altogether.

Q3. Has there been any change to the trunk capacity of the HiPath 3750?

A. Despite the increase from 250 extensions to 384 extensions (be) , this has not had an adverse effect on the number of trunks you can have connected. HiPath 3750 trunk capacity remains at 120 lines (v3.0). So 120 lines and 384 extensions is a perfectly acceptable configuration. **As of v4.0** the number of (TDM) trunks has been increased on the Hipath 37x0 systems from 120 up to 180 !

Q4. What improvements are there to "Silent Monitoring" on the new systems?

A. Silent Monitoring can now be activated on a per extension basis, previously only 1 extension could be given the feature. So potentially any station can now have silent monitoring capability. However, the number of simultaneous silent monitor calls is restricted to 3 on the Hipath 33x0 systems, and 6 on the 35x0 / 37x0 systems. The number of simultaneous conferences you can have determines this limit. A silent monitor is counted as a "conference", so the same maximums apply.

Q5. Can the Silent Monitor facility be restricted for different extension groups i.e. within a multi-tenancy building?

A. The system supports "traffic restriction groups" which effectively allow you to bar / allow any station access to any other station. If this is set correctly, then the concerns of silent monitoring in multi tenancy situations are easily overcome.

Q6. Is it the same motherboard in a HiPath 3750 as was used in the OfficePro?

A. No. The control board in the 3750 is new and supports MultiMediaCard (MMC) technology as opposed to the old flash RAM's that used to be used. Hence the need to upgrade the MB of an old OfficePro to get HiPath 3750 working.

Q7. Is "hot desking" now supported?

A. "Hot desking" is still not "officially" supported. However, the guys in sales support have found a way of "spoofing" the system slightly using phantom/spare extensions. This will work for a number of different scenarios - but it is always best to check with sales support first detailing the exact parameters of the customer's requirements. So officially No, unofficially....maybe!!!

Q8. If a customer upgrades from an old Office system to HiPath 3000, will I need to completely re-type in their programming database?

A. No. The customers existing database can be "uploaded" onto the new HiPath 3000 control board simply and easily.

Q9. Will the optipoint 500 handsets be backward compatible with the old Hicom Office systems?

A. Yes. The new handsets will work with any system that supports optiset E telephones.

Q10. Are the old Gigaset 2000 and 3000 range compatible with the new DECT Lite?

A. Absolutely. Any of the 2000 / 3000 Gigaset handsets that have been released will work with the new versions of cordless ? and don't forget that customers who brought DECT CMI cordless from us prior to Hicom 150H V1.0 (June

01), can now benefit from full optiguide functionality through their existing cordless handsets. All they need to do is update their system to a HiPath 3000 control board - what a great reason for upgrading a customers existing system!

Q12. The Gigaset 3000 and 4000 Comfort handsets support handsfree working, can I page to them?

A. No.

Q13. The Gigaset 4000 Micro has a "vibracall" feature. Will this make the handset vibrate if a second call "camps on" to it?

A. Yes

Q14. If I use the network wide roaming feature now available on the Cordless solutions, will the CLI of the original caller be displayed on my cordless handset if I am away from my normal office location?

A. Yes, if the system parameters have been programmed correctly. The flexibility of the HiPath systems allows for either the original calling party or the transferring/diverting party information to be displayed. It is a parameter that would be set by an engineer.

Q15. What key module options are available on the optipoint 500 range of handsets?

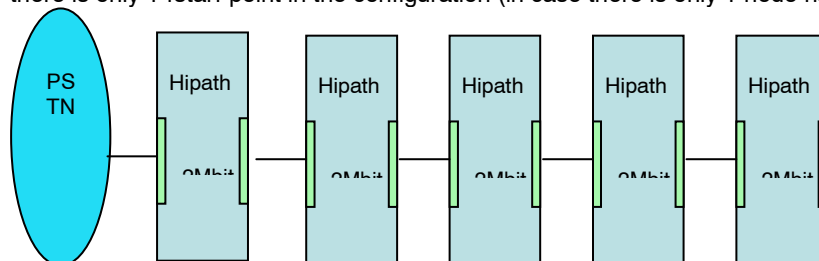
A. With the optipoint 500 range, there are both a 16 key module and a 90 key (BLF) version.

Q16. Will the call logging show which extension has externally diverted a call?

A. Yes. The call logging is extremely comprehensive and has a variety of different options that can be programmed as required.

Q17. what are the limitations in case we have to set-up a serial chain of Hipath 3000 systems (using 2Mbit interfacing)

A. The limitations as such aren't exact documented. We propose to limit the chain to +/- max 5 nodes in a row in case there is only 1 istar point in the configuration (in case there is only 1 node having access to the public network)



If you put more than 5 systems in line there will be more and more delay for connection establishment. Also clocking might be a problem regarding to private transmission systems which are building a chain of clocking dependencies.

For these configs, it makes sense to think about IP-networking because the networking topology is than point to multipoint from the point of view of the first system.

In case of cordless at different nodes please think about the restrictions regarding handover/roaming. **Roaming is possible if the transmission range of the basestations between the different HiPath 3000-systems DO NOT overlap.** Therefore the distance between the Hipath 3000s is important to know. (Handover is then also not possible over the network.)

Q18. what is the standby time of a Gigaset SL1

A. The battery for the SL1 prof. is a LiIon 700 mAh type and with this one the SL1 has starting with a full loaded battery a standby time of about 250 h or 10 days, or it has a talk-time of about 15 h and it needs a charging time of 2,5 h.

(The power supply and charging unit for the SL1 is available with an EU type as well as a UK type; only the plugs are different in-between these variants.)

Q19. Compatibility in-between Hipath 3000 manager C and Hipath 500 programming tool ?

- ÷ HiPath3000 Manager can handle HiPath 500 as well, but you have to use HiPath3250 as "System". The difference between HiPath 540 and HiPath3250 is ifor the time being the Colour of the housing. For HiPath580 you have to use HiPath3350, but without the ability of plugging cards. Here a complete adaption is/will not made.
- ÷ Availability of a Hipath500 Wizzard for point-to-point is one of the topics which is in discussion / more info Q2-2004.
- ÷ The HiPath500 manager can be downloaded from our Partner Net (the latest Version of the HiPath500 Manager is 013 ñ ref status 01/01/2004) .

Q20. Can we use the LIM as interface module in case of TAPI 120 applications ?

A. Actually TAPI 120 is released only in combination with HG1500. Tests regarding LIM are ongoing. More info on LIM/Tapi compatibility is scheduled for Q2-2004.

Q21. Is there a(n up to date) list of **certified switches and routers ? that can be apiled in Hipath 3000 IP-(HG1500) network configurations ?**

A. Currently we mainly use Enterasys Equip. when deploying a HiPath 3000 network, since there is a strong partnership with those companies.

remark :

Mostly the network switches and routers are already installed on the customer side and therefore cannot be recommended afterwards. For ìgreen fields the we can refer to Enterasys components e.g **Matrix** (switch) units and **XSR 1805** (router).

A complete & up to date list of certified switches and routers especially for HiPath 3000 is up to our knowledge not existing. For details please contact Danny Van Broeckhoven (tel. ext. + 53382)

Q22. Are there any relays which **disconnect the (outgoing) trunk calls after a predefined time. Since trunk disconnection feature is not available with Hipath 3000 so we are looking for a reliable work around solution.**

A. unfortunately we have in the current version no feature that triggers / allows us to configure such a function.

Q23. Is paging for digital telephone sets via DISA possible in Hipath 3000?

A. Users can use the following features via DISA:

- Direct services for internal stations:
Send message texts, relay on/off, night answer on/off, advisory message on/off, group ringing on/off, telephone lock on/off, do not disturb on/off, call forwarding on/off, leave/join hunt group, reset services.
- Associated services:
Advisory message on/off, group ringing on/off, telephone lock on/off, do not disturb on/off, call forwarding on/off, leave/join hunt group, reset services.
- An internal station can also be reached via DISA.

According to the system description on the Siemens Partner Net it is **not possible** with HiPath 3000 v4.0 to have the ìremote the paging features via DISA.

Q24. When we are using an **AP1220** on a HG1500 v3.0 , do we need 1 IP license for the AP1220 or do we have to provide a license per a/b port connected to the AP ?

A. A(1) VoIP license is to be provided per connected a/b device.

Q25. Xpression v3.0 supports the possibility to have a .wav file as attachment (in outlook) ~ are these also compatible with IMAP4 from LINUX

A. Basically the wav-format under Linux is the same as under Windows. But note under Linux you don't have the outlook extensions for this purpose . You need an additional WAV-Player software therefore; Linux normally contains such software as free ware.

Q26. î STRB sensorsî ~ can sensor contacts be used to **trigger an î alarmî call** ?

A. the STRB (or REAL module on Hipath 37x0) do contain a number of relais (actors/sensors). The sensor contacts can be used to activate a certain feature upon closing the contact. As an example : a call can be set-up to either a specific extension or group of extension (by programming the pilot number of related destination group. If necessary also external destinations can be reached. The called extension will receive on the display an indication on the call originator (e.g. Sensor 1 [or via data base edited name for related sensor contact])

b) Service notes / info vs new software releases

New software released recently on :
Hipath 3000 v4.0
HG1500 v2.0
Tapi 120 v2.0
XPC v2.0
optiClient 130 v4.0

Service notes on :
Hipath 3000 v4.0
SLC16N

Contact your service partner within the organisation to get some more details on the tackled issues.

5. Annexís

Overview of docís added in annex : for documents not on the SEBA please contact product management in case you are interested in a copy.

Annex folder	Included docs	On SEBA
Application notes	AN040108-Hipath 3000 cordless solutions	Yes / miscall.
	AN040108-Hipath 3000 relocate	Yes / miscall.
	AN040110-Hipath 3000 v4.0 trigger to start upgrade business ?	Yes / miscall.
	AN040112-HG1500 v2.0 ~update	Yes / miscall.
	AN040114-hipath 3000 : bypassing toll restrictions usibg LCR	Yes / miscall.
CRM	Short description ìAGILEî	
Gigaset / Cordless	Phase-out (M4) Gigaset 3000 series	
Data sheets & brochures	Update data sheet -optiClient attendant v6.0 -optiClient 130 v4.0 brochure optiPoint 500	Yes / mark.
µBusiness	Short description (prelim) on Hipath 1220	
	Pictures Hipath 1220	
Hipath 3000	Phase-out (M4) Hipath 3000 v1.2	Yes / sales
	Feature description Hipath 3000 v4.0	Yes / sales
	Highlights Hipath 3000 v4.0	Yes / sales
Hotel solutions	Flyer (draft) Hipath Hotel service centre	
Openscape	Flyer (draft) ìopenscapeî	
optiPoints	Short description optiPoint 410 series	
	Product presentation optiPoint 410	
White papers	Mobile office	
	2 nd generation IP	